

Communication in the Police Environment

Hours 1-12 Recruit Training Participant's Guide

Contents transposed from:

VERBAL JUDO, Tactical Communications for Law Enforcement

The Verbal Judo Institute, Inc.

George J. Thompson, Ph.D., President and Founder

Definition of Verbal Judo

Tactical

Judo

JU=_____

DO= _____

Verbal Karate

vs.

Verbal Judo

The mastery of communication by redirecting behavior with words

Redirection rather than

A _____ Art



- **Traffic stop or conversation with irate motorist**

- **What did you like about the trooper's performance?**

○ _____

- **What didn't you like about the trooper's performance?**

Questions to ask?

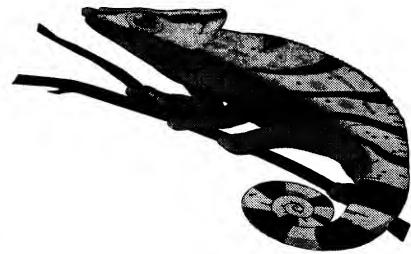
- 1. Where does the driver work?**

- 2. What is his financial situation?**

- 3. What is his educational background?**

- 4. What are his political beliefs?**

- 5. Where was he going?**



Hour Two

- Why use verbal judo?
- Concern for public image
- Primary goals of law enforcement
- Force options

GOALS OF THE COURSE

Benefits of verbal judo?

What's in it for you”?

- 1. Officer safety**
- 2. Enhance professionalism**
- 3. Decreased citizen complaints**
- 4. Decrease liability**
- 5. Lessen personal stress on job**
- 6. Court power**
- 7. THE PROFESSION OF LAW ENFORCEMENT**

High Visibility

Quick Decisions shoot don't shoot

Codified Body of Knowledge

Imminent Jeopardy - I.A.M.O.

Preclusion no choice

Continuous Training

Adapt to Change

Ethical Standard of Conduct

Licensed; Badge A Symbol Of _____

\

GOAL OF LAW ENFORCEMENT

Gentle art of persuasion generates:

G

V

C

Three constant threats to police officers

I

L

S

Four options for a subject

- F
- F
- S

- Surrender

FORCE OPTIONS FOR POLICE

1. Professional Presence

2. Words (S.A.F.E.R.)

3. Empty (open) Hand Control

4. Toys (Artificial Incapacitators)

5. Stick (Impact Weapons)

6. Deadly Force.

Voluntary compliance is preferred method to avoid threats to officer

PROFESSIONAL FACE

PERSONAL FACE

Professional face

Personal face

LEE=



DYKWIA=

CONFLICT=



“mushin”

Habit of Mind

“mu =

***shin*”=**

***DIS*=**

***INTEREST*=**

REspect vs. respect

Re

Respect

Principles of DisInterest

-Always Keep _____

-Always Treat Others As You Would Want To Be

Treated. .. _____

-Never Inflate People _____

-Flexibility is _____

-Rigidity is _____

-Redirect _____



Tactical Communication Techniques

➤ **Deflection phrases**

React=

Respond=

“I ‘preciate that, but . . .”

“I understan’ that, but . . .”

“I hear that, but . . .”

“I got that, but . . .”

“I’m sorry you feel that way, but . . .”

Spring Board Technique



If it feels good – NO GOOD!

- **It Disempowers** _____
- **It Sounds** _____

Three Principles of Verbal Judo

Say What You Want,

I Have The Last ACT

REspect Vs.

Three Kinds of People

Nice

Difficult

Wimps

Remember:

- You Must Be Skillful With All Three**
- Never judge a book by its cover!**

A video recorded from a squad car camera. Dealing with a wimp turns ugly.



Tactical 8 Step Car Stop

1.

2.

3.

4.

5.

6.

7.

8.

Tactical 8 Step Meet and Greet

1.

2.

3.

4.

5.

6.

7.

8.

Review of Hours 1 thru 6

- Verbal Judo
- Six Benefits
- Primary goal of law enforcement?
- Four force options
- Five force options
- Mushin
- Professional/personal face
- Three types of people
- Springboard technique
- Four examples of a verbal deflector
- Words to right of deflection phrase
- Tactical eight step

Hour 7: Eleven Things We Never Say

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

11.

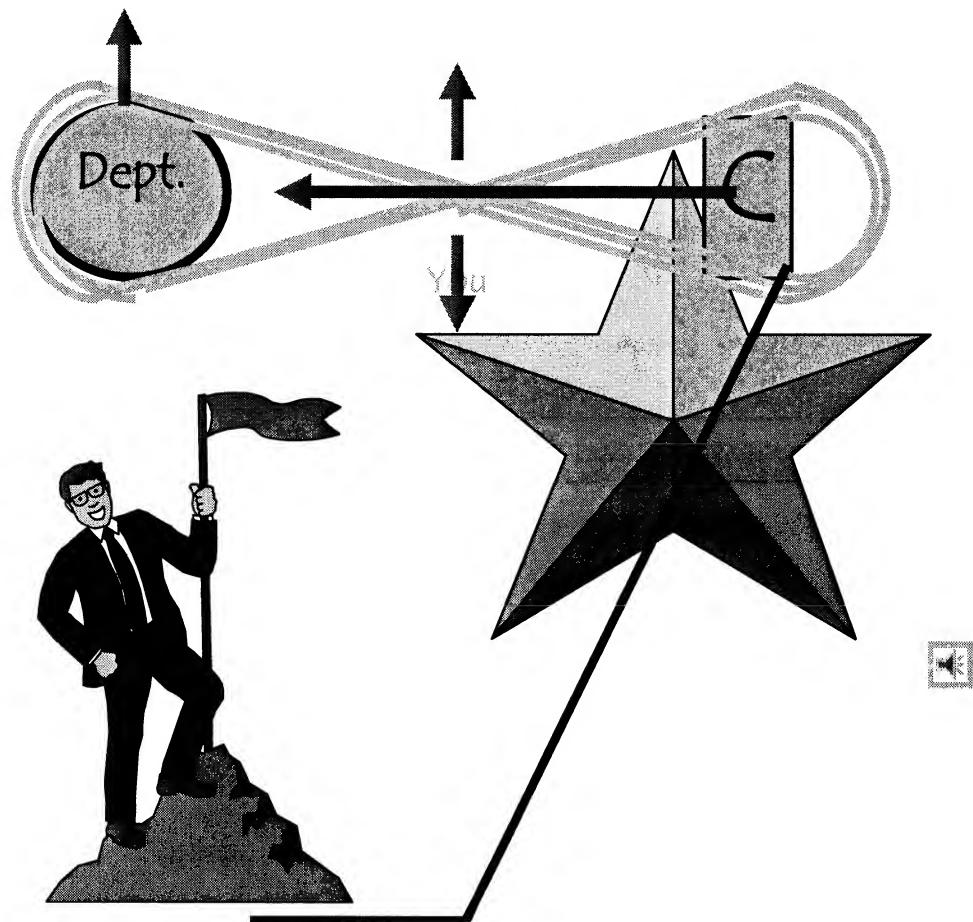
The Contact Professional

In Contact With

In Contact With

In Contact With

The Art of Representation

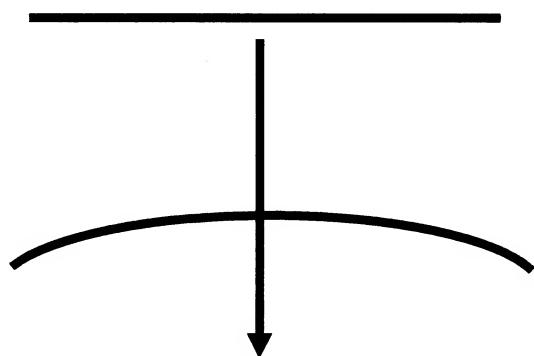


Fishbowl Theory

Know Your Weaknesses



Hot Buttons
or
Triggers



Two Street Truths

1.

2.

5 Step Hard Style

1.

2.

3.

4.

5.

5 TIMES WHEN WORDS FAIL

1. S

2. A

3. F

4. E

5. R

- **When others are in jeopardy ACT**
- **Your Property is threatened ACT**
- **Personal zone is violated (situation)**
- **Subject tries to flee scene ACT**
- **Excessive repetition without compliance ACT**
- **Higher priority occurs then act ACT**

WOOSHA

Win

Only

On

Secret

Hidden

Agenda

END OF Course Hour